

**RFP 14-098**  
**ATTACHMENT H**  
**DEFINITIONS, ABBREVIATIONS, AND ACRONYMS**

<b>Term</b>	<b>Definition</b>
IV-D/Non-IV-D Cases	The term “IV-D” refers to Title IV, Part D of the federal Social Security Act, which outlines the requirements of the child support enforcement program. ISETS contains both IV-D and Non-IV-D cases. IV-D child support cases are those cases in which the CP has assigned the right to collect support from NCPs to the IV-D agency by virtue of currently or formerly receiving TANF, Medicaid or Foster Care, and cases in which the CP has sought assistance from the IV-D agency in establishing and enforcing a child support obligation. Non-IV-D cases represent the balance of the cases handled by the INSCCU.
ACH	Automated Clearing House
ASFE	Annual Support Fee. Also known as docket fees. Annual fees owed by obligors. The INSCCU will be responsible for processing these payments.
Auto Withdrawal	Also known as Direct Debit, this is where the NCP has the ability to automatically have money withdrawn out of their bank account on a one time or reoccurring basis to make a child support payment.
Batch	A group of payment items to be processed together.
Business Day	The SDU business day will be defined as “a day on which State offices are open for regular business” as described in the federal Law at 42 USCA 654b(d).
Case	An Indiana child support enforcement case consists of a custodial parent or custodian agency, a non-custodial parent or alleged father, and a child or children. Case data includes how participants are linked to a case in addition to case specifics.
Case Number	Also known as an ISETS case number. ISETS randomly assigns case numbers once a group of participants (MPIs) is joined together as a case by a worker or by an interface during case initiation activities. The ISETS case number along with the SSN is one of the primary SDU identifiers.

<b>Term</b>	<b>Definition</b>
Cause Number	Also known as a docket or judicial cause number. The county Clerk of Circuit Court assigns a unique identification number to each court filing. The first two digits of the cause number represent the county code, the next three represent the county court code, the next four represent the year and month the case was filed, the next two represent the type of court case (juvenile, domestic, etc.) followed by a series of numbers. For example, 49D029901DR0012345 represents a domestic relations case in Marion County's second Superior Court filed in January 1999. This numbering scheme was implemented in the 1987, but has not been consistently utilized in the counties. ISETS still contains older cause numbers, which are also not consistent and can be duplicated between counties. The cause number is a secondary SDU identification tool because of these problems.
CFR	Code of Federal Regulations.
Checks Scanned	Checks that have been fed through the scanners and uploaded to the payment processing application.
Chargeback	Large class of banking transactions in which funds are reversed, including NSF, Stop Pay, ACH reversals.
County Clerk of Circuit Court	Locally elected county officials, whose responsibilities include the maintenance of court dockets and records, including child support matters. They are currently responsible for the receipt and disbursement of child support, including printing checks locally. Because of Indiana's exemption from federal SDU legislation, county Clerks of Circuit Court currently process a significant number of child support payments paid by NCPs.
Closeout	Transition of services from the Vendor to the State or to a new service provider.
CSB	Child Support Bureau. Child Services. A bureau of the Indiana Department of Child Services.
Custodial Parent/Party (CP)	The person who has temporary or legal custody of a dependent child and who is responsible for a child's health and welfare.
CP Fee	The application fee that a custodial party must pay to apply for services at the county prosecutor's Title IV-D office in his/her county of residence. There is no application fee if the CP or the children are receiving TANF or Medicaid.
Direct Debit	See Auto Withdrawal

<b>Term</b>	<b>Definition</b>
Disbursement	The actual dispensing or paying out to an obligee, of a distributed child support collection pursuant to the requirements of Section 454b of the federal Social Security Act (42 U.S.C. 654b).
Distribution	The allocation or apportionment of a child support collection pursuant to the requirements of Section 457 of the federal Social Security Act (42 U.S.C. section 657).
Distributed Functionality	ISETS is one of the few “distributed” child support systems in the nation, whereby separate databases for each county, all residing on consolidated IBM i5/AS400, communicate with a host database on the State mainframe. Some data is “owned” by the county, and the rest is stored both on the county database and State mainframe. This functionality is important to understand when tracing payments and disbursements.
EFT/EDI	Electronic Funds Transfer. EFT will refer to any incoming electronic payments for the purpose of this RFS. These electronic payments can include wire transfers, Automated Clearing House (ACH), and Electronic Data Interchange (EDI) payments.
EMU	Employer Maintenance Unit. A unit within CSB charged with employer relations relative to the processing of income withholding orders and the ISETS employer database.
EPC	Electronic Payment Card
Exception Handling	Special procedures necessary to post payments that cannot be readily identified or that are the result of a processing error.
Family Violence Indicator (FVI)	An indicator that is placed onto the IV-D system that denotes that the State has reasonable evidence of domestic violence or child abuse, and that disclosure of the case information could be harmful to the party or the child.
Federal Information Processing Standards (FIPS)	A system of unique identifiers assigned to political subdivisions within the states and territories of the USA, for child support matters. The FIPS code indicates the county in which a case was established. It is five characters in length when indicating both the State and county codes. It is seven characters in length when indicating the State, county, and local codes.
FPLS	Federal Parent Locator Service.

<b>Term</b>	<b>Definition</b>
FSSA	Family and Social Services Administration. Indiana agency responsible for TANF, Medicaid and a variety of other human services programs. Child welfare and child support were previously responsibilities of this agency, but were moved by Executive decree into a new agency called the Department of Child Services (DCS).
FTE	Full Time Equivalent. The State defines FTE as a measurement of an employee's assignment to a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending one-half of their working time on a project that would also equal one FTE.
FTI	Federal Tax Information
FTP	File Transfer Protocol.
GAAP	Generally Accepted Accounting Principles.
Go Live	The point at which the SDU Vendor begins to fully process the paper payments.
IAC	The Indiana Administrative Code
IC	The Indiana Code
IOT	Indiana Office of Technology
INSCCU	Indiana State Central Collection Unit also known as the Indiana SDU or centralized collection unit
ISETS Unidentified Payor	Payments that process through ISETS but cannot be identified to a case are posted into the ISETS Unidentified Payor system level account.
IT	Information Technology
IWO	Income Withholding Order
KPI Report	The Key Performance Indicator Report is a one-page document that provides management with a snapshot of the State Disbursement Unit (SDU) activity. It contains key numbers in reporting the work performed and the work remaining to be performed at the end of an SDU workday. The report allows management to assess any efficiency made in the remittance of child support and provides management with a tool to perform trend analysis.
Mail Received	All mail received by the INSCCU, whether intended for the INSCCU or misdirected, including child support remittances and other correspondence.

<b>Term</b>	<b>Definition</b>
Misposting	The result of a payment being applied to an incorrect case or a payment being applied in an incorrect amount to the correct case.
MPI	Master Participant Index. Number automatically assigned by ISETS as a person is added into the system.
Non-Custodial Parent/Party (NCP)	The parent or obligor (party) having a support obligation.
NSF	Non-sufficient funds.
Obligee	Person or state agency receiving child support on behalf of a child.
Obligor	Person paying child support (non-custodial parent).
OCSE	Office of Child Support Enforcement, an agency within federal Department of Health and Human Services (HHS)
OIG	Office of Inspector General, an auditing agency with the federal Department of Health and Human Service (HHS)
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: (1) The judicial branch. (2) The legislative branch. (3) A political subdivision (includes towns, cities, local governments, etc.) (4) A state educational institution
Out of Balance	When a check or money order amount does not match the sum of all of the payor's payments on the remittance document that was sent with the check or money order.
Participant(s)	Parties to whom Vendor may provide services; customers.
Pass-Through Costs	Activities for which CSB will pay the Vendor based on invoices for actual work performed and are not included in the per transaction rate.
Payee	Individual or agency receiving support on a child's behalf.
Payment	An amount of money received for a particular case that will be disbursed.
Payor	Participant paying child support --Employer/withholder of income or NCP.
PDIF	Public Deposit Insurance Fund. In Indiana, the Public Deposit Insurance Fund (PDIF) was created by the Acts of 1937 to protect the public funds of the state and its political subdivisions deposited in approved financial institutions. The PDIF insures those public funds deposited in approved financial institutions which exceed the limits of coverage provided by any federal deposit insurance.

<b>Term</b>	<b>Definition</b>
Posting	A transaction that applies money to an obligor's case.
Project Charter	A document defining the approach, purpose, scope, objectives, deliverables, assumptions, constraints, organization and schedule for a project that, once signed, authorizes a project manager to apply resources to project activities.
Proposal	An offer as defined in IC 5-22-2-17.
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
RFP	Request for Proposal
RDI	Return Deposit Item. Examples are non-sufficient funds, stop payments, account closed, etc.
Recoupment	The establishment of special accounts in ISETS that allow for repayment of monies disbursed in error, by automatically retaining a portion of future payments.
Recovery	The process of requesting and receiving monies to replace non-sufficient funds or stopped payments.
Repayment	The process of requesting and receiving monies disbursed in error. An agreement is reached with a participant to pay back monies received in error.
Respondent	An offeror as defined in IC 5-22-2-18.
SBOA	State Board of Accounts
SCR	State Case Registry.
SDU	State Disbursement Unit, also known as the INSCCU or centralized collections unit.
Services	Work to be performed as specified in this RFP.
SFTP	Secure File Transfer Protocol.
SFY	State Fiscal Year. From July 1 to June 30.
SSN	Social Security Number. The SSN along with the ISETS case number is one of the primary SDU identifiers.
State	The State of Indiana

Term	Definition
State Agency	As defined in IC 4-13-1, “state agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government
TANF	Temporary Assistance for Needy Families.
Transaction	<p>A transaction is defined as a payment posted to a case. Note that there is not a one-to-one relationship between a payment and a transaction. One payment may result in multiple transactions. In the diagram provided below as an example, Check #1 is equivalent to one transaction and check #2 is two transactions.</p> <pre> graph TD     subgraph Received [Check or Electronic Payment Received]         C1[Check #1]         C2[Check #2]     end     subgraph Transaction [Transaction: Posted to Cases]         C1 --&gt; Case1_1[Case #1]         C2 --&gt; Case1_2[Case #1]         C2 --&gt; Case2[Case #2]     end     subgraph Distributed [Distributed between Current and Arrears]         Case1_1 --&gt; CS1[Current Support]         Case1_2 --&gt; CS2[Current Support]         Case1_2 --&gt; Ar[Arrears]         Case2 --&gt; CS3[Current Support]     end     subgraph Disbursed [Disbursed to CP, State or Other Account]         CS1 --&gt; CP1[CP]         CS2 --&gt; CP2[CP]         Ar --&gt; CP2         Ar --&gt; TANF[TANF]         CS3 --&gt; CP3[CP]     end </pre> <p>The diagram shows the flow from 'Check or Electronic Payment Received' to 'Disbursed to CP, State or Other Account'. Check #1 is posted to Case #1, which is then distributed to Current Support and finally to CP. Check #2 is split into two transactions: one posted to Case #1 (distributed to Current Support and then to CP) and another posted to Case #2 (distributed to Current Support and then to CP). Additionally, the Case #1 transaction from Check #2 is also distributed to Arrears, which are then split between CP and TANF.</p>
Transition Phase	The period between the contract execution and “Go Live”-- the day the Vendor assumes responsibility for the centralized paper payments.
Transition and Operations Plan	The plan developed by the vendor that will describe, in detail, how the vendor is going to conduct the transition of the INSCCU from the current INSCCU vendor, and the plans for conducting ongoing operations.
U.S.C	United States Code
Unidentified	Payments received at the INSCCU that cannot be identified to a case in ISETS/INvest.
Unscanned Checks	Checks that have not yet been fed through the scanners.
Vendor	Any successful Respondent selected as a result of the procurement process to deliver the products or services requested by this RFP.
Warrant	Financial instrument issued for payment of child support by the Indiana State Auditor. Issued for payments receipted at the State level. (In general warrants are orders issued by the State Treasurer or State Auditor for a payment of money from the State Treasury through a designated fund. County Clerks of Circuit Court issue checks, not warrants, for child support payments receipted at the county level.)